

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications contract.

Please can you send me the following contract information with regards to the organisation's telephone maintenance contract (VOIP or PBX):

- 1. Existing Supplier: If there is more than one supplier please split each contract up depending on the number of suppliers.**
- 2. Total Contract Value: The total value of the contract.**
- 3. Annual Average Spend on Telephone Maintenance (3 years if possible):**
- 4. Number of Users:**
- 5. Hardware Brand: The brand of the telephone system.**
- 6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
- 7. Contract Duration: please including any extension periods.**
- 8. Contract Expiry Date: Please provide me with the day/month/year.**
- 9. Contract Review Date: Please provide me with the day/month/year.**
- 10. Contract Description: Please provide me with a brief description of the overall contract.**
- 11. Contact/job title responsible for this contract (Full Contact Details contact name, actual job title, direct contact number and direct email address.**

If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider.

If the contract is a managed services or is a contract that provide more than just telephone maintenance please can you send me all of the

information specified above including the person from with the organisation responsible for that particular contract.

Also if the contract is due to expire please provide me with the likely outcome of the expiring contract.

If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?

ANSWER: Please see attached spreadsheet for the above information.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: FOIA@leicester.gov.uk**

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk**

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.